

## Policy for Non-activated/Inactive Accounts on the Customer Support Website

### **Non-Activated Accounts**

Any user having applied for an account to the Customer Support website, and not having initially logged into the site for ninety (90) days after the submission of his/her application, will be sent an email notification. This notification will remind the user that they have an account on the site and advise them that if they do not login to activate their account within the next ninety (90) days that their account will be removed. Subsequent notices will be sent every thirty (30) days until the deadline noted in the first email. If a user logs into his/her account, emails will not be sent and the account will remain active.

### **Inactive Accounts**

Any user having applied for an account to the Customer Support website, and not having logged into the site for 365 days will be sent an email notification. This notification will remind the user that they have an account on the site and advise them that if they do not login to their account within the next ninety (90) days that their account will be removed. Subsequent notices will be sent every thirty (30) days until the deadline noted in the first email. If a user logs into his/her account, emails will not be sent and the account will remain active.